

Key Strategies—How will we accomplish our goals?

GOAL: Continuously improve the delivery of excellent services to our customers.

STRATEGIES

We will provide operational computing capabilities exceeding customer service level agreements including availability, performance, and recoverability.

We will provide developmental services that are on-time, on-budget, and on-specification.

We will maximize return on investment (ROI) of DTI resources by placing a greater focus on development services.

GOAL: Eliminate the duplication of costs and efforts by promoting and facilitating the sharing of IT resources and practices.

STRATEGIES

We will consolidate technologies, infrastructure, IT training initiatives, project management and quality methodologies for use across the statewide enterprise.

We will consolidate licensing and services support contracts to effect efficiency and cost reduction.

We will develop, deploy, and enforce IT Standards across the statewide enterprise.

GOAL: Ensure the physical and cyber security of people, facilities and information.

STRATEGIES

We will create a statewide Information Security office.

We will implement a statewide IT security program.

We will lead the development of statewide Business Continuity and Disaster Recovery plans.

GOAL: Build strong customer relationships that balance customer business needs with overall state technology goals.

STRATEGIES

We will increase collaboration and communication with customers via the Customer Care Center.

We will continue to improve the effectiveness of the Business Case Summary Process.

We will model and encourage greater customer service behaviors across the entire DTI organization.

GOAL: Implement statewide project and change management standards and leadership to ensure project success.

STRATEGIES

We will assess and improve the level of organizational project management maturity within DTI.

We will adopt and deploy nationally recognized management standards and processes.

We will educate and aid other state organizations to increase statewide understanding and adoption of project and change management best practices.

GOAL: Become the employer of choice with a workforce that is empowered, capable, supportive and accountable.

STRATEGIES

We will provide consistent opportunity for personal and professional growth.

We will continue to improve the Performance Management and Compensation Plans.

We will improve communication at all levels of the organization.

We will fully deploy and continually improve the Employee Recognition Plan.